

City **MANAGER'S** M E S S E N G E R



City of
Fayetteville
North Carolina

February 11, 2016

CITY COUNCIL SCHEDULE

2/19-20/2016

City Council Strategic Planning Retreat

2/22/2016

City Council Meeting, 7 p.m.,
City Hall Council Chamber

3/7/2016

City Council Work Session, 5 p.m.,
City Hall Lafayette Room

City Manager's Office

- Met with the Chief Operating Officer of the Center for Economic Empowerment & Development (CEED) to discuss Kitchen Incubator project. I encouraged CEED to move forward in a phased approach to get something started. Ms. Hrabovsky suggested that an initial phase to open the outdoor "Chef's Market" was being explored to get the development off the ground
- Met with DCM Small-Toney and P&I Director to discuss employee feedback on how to improve service and efficiency. A change in mobile technology platforms was agreed to and is now being tested with initial very positive results



- Attended the North Carolina City & County Management Association Winter Seminar in

Durham where Rebecca Rogers-Carter, Strategic Initiatives Director, gave a presentation on Performance Management

- EBD Director recruitment process was successfully concluded with a new director announcement scheduled for later this month and a start date of March 7
- The Prince Charles Development will require a development agreement to be negotiated and approved by the City Council. A staff negotiating team has been assembled. Once a schedule is established and major milestones clarified, the Council will be presented these matters for approval
- The City of Fayetteville was selected by U.S. Attorney General Loretta Lynch as one of six model communities for 21st Century Policing. A visit will be scheduled in the near future
- The City of Fayetteville received the "Spirit of North Carolina" award for an outstanding United Way annual campaign. The award was presented this week at the annual United Way statewide meeting in Pinehurst and will be presented locally at the Cumberland County annual meeting to be held next week
- An emergency operations center drill was planned for Thursday morning with City and County staff
- Rebecca Rogers Carter and Sally Shutt from Cumberland County are assisting the new FCEDC with an economic development strategic planning process. Board members stressed the need to get buy-in from the City Council, County Commissioners and citizens to ensure we are all moving in the right direction. It was also emphasized that clarifying roles between the new FCEDC, the City's EBD Department and community non-profits was key to overall community success

OPERATIONS PORTFOLIO

Police

- On Feb. 5, the Police Department graduated 14 new officers from the FPD BLET Academy. These cadets now begin their Field Training program on their way to solo patrol
- Capt. Laura Downing, Capt. Robert Spatorico, Det. Robert Deshields and Det. Michael Yount attended the opening ceremony for the N.C. Special Olympics at Winston-Salem State University. They met several athletes and participated in events with them. Capt. Downing received the 2015 Special Olympics "Guardian of the Flame" Award for her Leadership, Dedication and Commitment to the N.C. Special Olympics. Capt. Downing and Capt. Spatorico were selected to "Retrieve the Special Olympics Torch" at the end of the ceremony
- The FPD received 14 new LoJack Tracking Systems through a donation from Bryan Honda and LoJack. The systems were installed in new Chargers used on patrol

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OPERATIONS PORTFOLIO (continued)

Fire

- The Fire/Emergency Management Department celebrated the retirement of two of our senior officers this past week. Battalion Chief/Special Operations Coordinator Calvin E. Bishop retired on Feb. 1 with 35 years of dedicated service to the City. Prior to his retirement, Chief Bishop was the department's senior employee having started on May 26, 1981. Battalion Chief/Fire Marshal Ronald G. Lewis also retired on Feb. 1st with 26 years of dedicated service to the City. Chief Bishop and Chief Lewis demonstrated what it means to 'Serve with Respect' and will be truly missed. We wish them the best in their well-deserved retirements!
- Extensive work continues on the department's upcoming Commission on Fire Accreditation International (CFAI) Re-Accreditation site visit that is scheduled for June
- Several Chief Officers attended the annual Mid-Winter Chief's Conference in Concord this past week. Attendees participated in training on several topics, including a presentation on the Firefighter's Relief Fund, Chief 101, Leadership Maxims That Define a Leader and Addressing Unique Leadership Challenges Associated with Large Organizations. Members of the department also attended the quarterly Metro Chief's meeting and the N.C. Association of Hazardous Materials Responders meeting

Environmental Services

- The department has been collecting limbs from the Jan. 22 ice storm. We have completed one collection for each household in Fayetteville and are starting on the second round of collections. Total accumulated limb collection since Jan. 22 equals 3,980.69 tons. Average normal tonnage for this time would be 758.92 tons
- The area selected for garbage outsourcing was approved by Council Member Crisp and presented to City Council at the Feb. 1 Work Session. The proposed pilot project will be brought to the Feb. 22 Council meeting for action
- Staff met with DCM Kristoff Bauer concerning the Duke Behavioral Economics Team project to study different methods of informing residents about cart placement at the curb. A proposal and timeline will be developed over the next two weeks

Nothing Significant to Report: Airport, Parks & Recreation and Transit

COMMUNITY INVESTMENT PORTFOLIO

Engineering & Infrastructure

- Signs and Markings staff have performed nighttime sign reflectivity inspections on over 1,200 traffic signs throughout Fayetteville
- The City Engineering Division conducted a public meeting for the Buckhead-Kingsford Drainage Improvement Project scheduled to begin in early March to improve drainage issues in the area
- The Stormwater Educator gave a hands-on presentation to approximately 150 eighth grade students at South View Classical Middle School on macro invertebrates and how they help determine stream health

Permitting & Inspections

- **Statistics:** Construction value for the month of January 2016 totaled \$17,618,254 with \$3,777,718 in new residential & residential renovations, \$13,736,980 in new commercial and commercial renovations and \$103,556 in other permits (swimming pools, fences and other structures i.e. cell towers, retaining walls, etc.). The department collected \$75,412 in permit revenue for the month of January. 93.73% of all inspections last week occurred in 1-business day or less from time of request, with 37.84 occurring the same day of the request. All inspections were completed within 2-business days of request. Those numbers don't include inspections that were requested for future times outside of the 2-business days window or for cancelled inspections. The average wait time to reach a dispatch staff member to schedule an inspection, for all queues, was 31 seconds. The average time to schedule an inspection, once connected to a dispatch staff member, was 2 minutes, 13 seconds for the week of February 1-5
- **Customer Service Items:** Completed a draft for a Residential Construction Guide to provide to our customers. Staff participated in Crucial Conversations training offered by HRD; half of the Permit Technicians will take Customer Service with a Smile next week, which is also being offered by HRD
- **Staffing & Projects:** Scheduled interviews with eight potential candidates for the three remaining building inspector positions. A new multi-trade building inspector began work on Feb. 1. Scheduled a pre-application meeting (PAM) with design professionals for the Freedom Towne Center project, site of the former Leisure Living Estates mobile home park along Cliffdale Road. Staff completed 30 commercial plan reviews last month and currently has 32 commercial projects in plan review

Nothing Significant to Report: Economic & Business Development, Planning & Code Enforcement, Community Development and Human Relations

SUPPORT SERVICES PORTFOLIO

Strategic Performance Analytics

- The first Community Café Conversation of 2016 had a great turnout of more than 60 residents on Jan. 26 at the Smith Recreation Center, including representatives of the Fayetteville-Cumberland Youth Council and Massey Hill Classical Student Government Association. The event gave residents another opportunity to identify what they think are the top priorities for Fayetteville. Residents were asked about their priorities for the upcoming fiscal year, what success looks like and how the City can promote transparency and accountability for results. The results from the Community Café Conversation will be presented to Council during the City Council Strategic Planning Retreat Feb. 19 and 20. The Mayor and City Council are thankful to residents for their participation in the Café Conversation.
- SPA and Community Development staff met with the 96th Civil Affairs to finalize plans for the joint training exercise
- SPA continued staff training and data entry into TracStat with very positive reviews of the new performance management system



Information Technology

- The Business Intelligence team implemented the Police records archive web application
- Integration of Fleetmind and Fayworx. This integration allows Environmental Services supervisors to create work orders in Fayworx and have them pushed into Fleetmind as an unscheduled stop, thus increasing business flexibility, which leads to enhanced customer service.
- In conjunction with Bradshaw Consulting, the FPD Commstat dashboard was launched

Nothing Significant to Report: Budget & Evaluation, HRD, Finance and City Clerk's Office

ADMINISTRATION PORTFOLIO

Internal Audit

- Continuing to work with the IT and Finance departments on the planning phase of the audit of FayPay (Kronos) Timekeeping Implementation by conducting walkthroughs of the system and staff interviews to gather information about the nature of the audit being conducted
- Completed fieldwork with the City's Finance Department for the audit of Titles and Tags and are anticipating to begin fieldwork with the Public Works Commission within the next two weeks
- Continuing to research and prepare the Office of Internal Audit's quality control policies and procedures for compliance with the Generally Accepted Government Auditing Standards (GAGAS)

Corporate Communications

- **Parks and Recreation Bond videos:** We have posted a new and longer video (6:41) on our website, as well as at least a half dozen video vignettes (30 seconds) of citizens from across the community who are echoing the "please vote, your opinion matters" mantra. See link at <http://www.fayettevillenc.gov/government/city-departments/parks-and-recreation/2016-parks-recreation-bond-referendum-copy> and scroll ½ way down the page to view the longer video and ¾ of the way down the page for 10 video vignettes we have completed thus far. We will still film Dr. Kent and Maj. Gen. (ret) Anderson from the Chamber (happens Thursday of this week) and Chief Medlock (happens next week and his voice will also be used from those recording to go on radio ads in the final few weeks). Thanks to Parks & Recreation for securing all the interviews for us for the video vignettes!
- **Community Outreach:** The next Chairman's Coffee is scheduled for Feb. 18 at Highland Country Club and begins at 8 a.m. Our monthly City speaker at this event will be Brad Whited from Fayetteville Regional Airport
- **FayTV7 now streaming on Internet:** We launched a press release this week to the media (as well as promoted on Facebook and Twitter) to let citizens know we are now streaming FayTV7 on the Internet. We had to work out some challenges from a music licensing perspective with Time Warner Cable to allow this to happen (we now have our own music feed from an internal subscription service that allows us to play this publically without having to secure TWC permissions). This is a big deal for the City because now people are not limited to having to subscribe to Time Warner Cable to access our channel. We will make sure to have this announced at our next Council Meeting, so viewers can learn about that during our live broadcast on TWC. The link is: http://cityoffayetteville.granicus.com/MediaPlayer.php?camera_id=2

Nothing Significant to Report: City Attorney's Office